

# Executive Blueprints



## Training Exercises & Activities

# Service Training

### SUBJECT:

## TELEPHONE FOCUS

### MATERIALS REQUIRED:

**NONE**

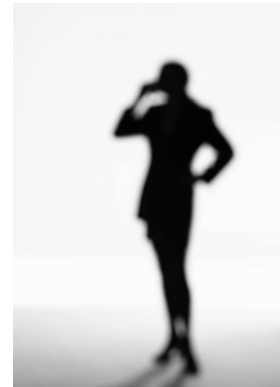
### Preparation

Ask for one volunteer from the audience. Invite the volunteer to step outside the room for brief preparation. Instruct the volunteer to take a few moments to choose an important and relevant day from their own personal experience to share with the other participants. This may be a graduation, wedding, newborn, purchase of first new car or a promotion. Ask the volunteer to prepare for a verbal presentation regarding the pertinent details of that important day. Encourage the volunteer to share feelings as well as specific details, and give them a few moments to prepare.

While the volunteer waits outside the room, and contemplates which meaningful story to share, return to the room and ask all of the other members to think about a typical day at work. Imagine the routine from the moment that they walk in the door, or what things that they will need to do once they return to work. As an alternative, imagine the things that they will do when they get home in the evening. Instruct the audience that, when the volunteer returns to the room and starts to speak, that everyone else should start to talk aloud about their day at work or their plans for the evening. Make sure that everyone is aware that each person will be speaking aloud.

### OPTION

If you have a telephone to use as a prop, place it at the center of the room as a visual prop for this exercise.



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## ACTIVITY

Invite the volunteer back into the room and give that person a prominent position front and center of the audience.

On the count of three, everyone please stand and begin discussing aloud the topic that you have been contemplating. (The volunteer should be thinking about an important day, everyone else is either thinking about a typical day at work or an evening at home.)

One – Two - Three

Everyone should begin speaking at once. Some individuals may need a little encouragement to get started, and others may become confused or amused by the concurrent noise. Try to keep all conversations active until the volunteer is done with the story of the important day, or two to three minutes.

## STOP

Ask everyone to sit down and take out a paper and pen. Give recognition to any particularly entertaining story or highlight from the day at work or evening activity stories. Instruct everyone to write down the details and feelings exactly as communicated by the volunteer regarding the important personal experience.

Give everyone a chance to write, but do not be surprised if most people struggle to recall any details. Invite people to share what they heard of the important experience from the volunteer and try to piece together the whole story.

## LESSON

The volunteer shared something that was personally very important. At the same time, everyone else was talking about a typical day at work or plans for the evening. How often do we allow ourselves to listen to the little internal voices and concentrate on common daily activities or personal plans while a customer is sharing something very important with us? If you had known the story from the volunteer was something personally very important, would you have paid more attention? You never know when a customer may be preparing to share something extremely relevant, so practice concentrating on the most important voice – the one at the other end of the phone.



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